

RURAL HEALTH CARE PILOT PROGRAM SITE VISIT SUMMARY

Dates of Visit: September 17-18, 2012

Pilot Program: Oregon Health Network (OHN)

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Overview:

- The Oregon Health Network (OHN) is the lead entity and a participating member of the project.
- The site visit consisted of documentation review, rural hospital, urban hospital/clinic, data center and network operations center visits. Over eight professionals including the Project Coordinator, Associate Project Coordinator, IT, Executive Director, Chief Operations Officer, CFO, Board Member, Chief Clinical Officer, Clinical Nurse Educator, Health IT Evangelist, Physician and Chief Executive Officer were interviewed.
- Rural Health and Urban Providers (HCPs) participating in this site visit were:
 - Columbia Memorial Hospital (HCP 24194)
 - Central City Concern, Old Town Clinic (HCP 25904)
 - Central City Concern, Hopper Detoxification Stabilization Center (HCP 25900)
 - Oregon Health & Science University (OHSU) (non-subsidized member). (NOTE: OHSU Casey Eye Institute does have subsidized sites but these sites were not toured.)
- OHN has 236 active member sites, consisting of 184 clinics, 38 hospitals and 14 community colleges. OHN is the first and only statewide broadband healthcare network.
- Transmission speeds are scalable from 10Mbps to 1Gig depending on the needs of the member.

General Observations:

- From the documents and information reviewed all program rules and documentation was in order.
- OHN is one of several Pilot Projects that has a dedicated Network Operations Center (NOC). This facilitates a 99.99% service uptime that network members can depend on.

- Everyone visited was very enthusiastic about the Pilot Program vis-à-vis the infrastructure and bandwidth being provided that allowed them to better serve their patients.

Demonstrated Uses of the Network

- Telehealth is conducted over the network for tele-radiology, tele-pharmacy, tele-cardiology, tele-stroke, tele-lab, tele-peds, tele-dermatology, ePrescribing, tele-psych, neonatal intensive care, pediatric intensive care, tele-psych, general internal medicine, continuing medical education, distance education-nursing, electronic medical records, medical grand rounds and general interaction between the hospitals and clinics.
- Erik Thorsen, CEO, Columbia Memorial Hospital, pointed out that the OHN network has provided them the bandwidth needed to move to an entirely new, Cerner, EHR & IT platform. This will allow the hospital to meet health reform mandates in addition to enhancing services to the local area. It was highlighted that OHN has ushered in an era of cooperative advantage versus competitive advantage among Oregon healthcare providers.
- Mark Lovgren, Director Telehealth Services, OHSU, contributed the following:
 - there have been 147 stroke consults since May 2010. 46% of those were able to stay in their local community, thus benefitting the patient, the local provider and the system. In addition, 28% of the patients received the clot busting/lifesaving drug TPA compared to a national average of 2-3%
 - 251 telemedicine consults have been conducted since May 2010, resulting in a transport savings of > \$1.1 million dollars
 - Nurse to Nurse Skilled Nursing Facility (SNF) video handoff at change of shift as opposed to the traditional handoff of paper nursing notes. The video handoff is a much more effective means of relaying critical patient clinical information.
 - Language interpretation is conducted across the network.
 - Triage of acutely ill children. 27% of all ED visits are children and yet, only 6% of All US ED's have all necessary pediatric supplies. By treating children in local ED's via telemedicine, the child, parents, and caregivers all benefit. On average it costs \$9000 dollars to transport a child by ground from an outlying ED to Portland and \$24,000 to do so by air. The resulting savings and enhanced care benefit everyone.
 - ◆ *In the summer of 2011 the life of 7 month old MaLea Anne Fox was saved at Columbia Memorial Hospital in Astoria, Oregon. Her mother's concern for what appeared to be spontaneous bruises on the baby's body coupled with Pediatric Telemedicine from OHSU, saved the baby's Life.*
- Barb Sanders, Director, Hooper Detoxification Stabilization Center was thrilled with the implementation of EMRs that the bandwidth has made possible. She emphasized the nursing efficiencies this has brought about in the treatment of their 2500 admissions per year.
- OHN is a trusted partner in helping the state of Oregon co-design the next generation of healthcare starting at the Coordinated Care Organization level, which is Oregon's model for Accountable Care Organizations.

- Todd Enstrom, MD, Medical Director, Central City Concern, is thrilled with the EMR applications and is looking forward to the implementation of specialty telemed for the patients he sees on a day to day basis.
- Future endeavors being considered are: continued expansion and implementation of telemedicine applications at member HCPs, increase the number of participating sites to 500 by including all members of the healthcare continuum and continue to refine the 12 Best IT Practices model.

USAC Feedback

OHN is an outstanding project. It is truly Oregon's Statewide Healthcare Highway.